

ABSTRACT

A network for providing a telecommunications service with automatic speech recognition to a telecommunications user, including a switch in communication with a telecommunications device associated with the telecommunications user for detecting a trigger specific to the service in response to a communication from the telecommunications device and for routing the communication to an operator services system in response to detection of the trigger, and an intelligent resource server in communication with the switch for receiving via the switch the communication from the operator services system with a message including information regarding a party requested by the telecommunication user from the operator services system, for playing an audible message for the telecommunications user in response to receiving the communication, the audible message containing the information regarding the party and prompting the telecommunications user to place an outgoing communication to the party, and for automatically recognizing a predetermined keyword spoken by the telecommunications user in response to the audible message.